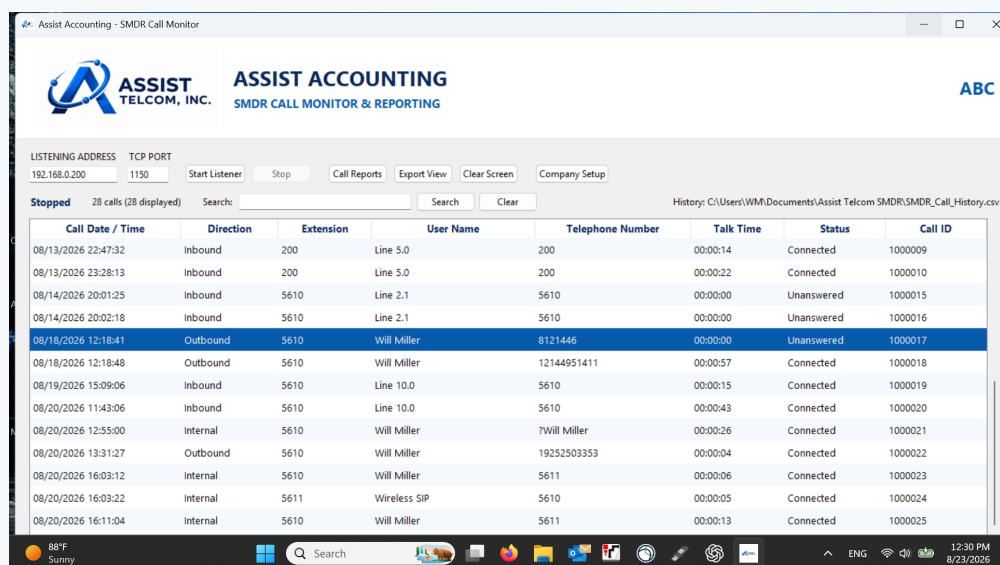


ASSIST CALL ACCOUNTING

Track every call. See the complete picture.

Capture and review inbound, outbound, and internal Avaya IP Office calls in one clean Windows application.



Call Date / Time	Direction	Extension	User Name	Telephone Number	Talk Time	Status	Call ID
08/13/2026 22:47:32	Inbound	200	Line 5.0	200	00:00:14	Connected	1000009
08/13/2026 23:28:13	Inbound	200	Line 5.0	200	00:00:22	Connected	1000010
08/14/2026 20:01:25	Inbound	5610	Line 2.1	5610	00:00:00	Unanswered	1000015
08/14/2026 20:02:18	Inbound	5610	Line 2.1	5610	00:00:00	Unanswered	1000016
08/18/2026 12:18:41	Outbound	5610	Will Miller	8121446	00:00:00	Unanswered	1000017
08/18/2026 12:18:48	Outbound	5610	Will Miller	12144951411	00:00:57	Connected	1000018
08/19/2026 15:09:06	Inbound	5610	Line 10.0	5610	00:00:15	Connected	1000019
08/20/2026 11:43:06	Inbound	5610	Line 10.0	5610	00:00:43	Connected	1000020
08/20/2026 12:55:00	Internal	5610	Will Miller	7Will Miller	00:00:26	Connected	1000021
08/20/2026 13:31:27	Outbound	5610	Will Miller	19252503353	00:00:04	Connected	1000022
08/20/2026 16:03:12	Internal	5610	Will Miller	5611	00:00:06	Connected	1000023
08/20/2026 16:03:22	Internal	5611	Wireless SIP	5610	00:00:05	Connected	1000024
08/20/2026 16:11:04	Internal	5610	Will Miller	5611	00:00:13	Connected	1000025

Call activity at a glance

● Inbound Calls

See received calls, caller numbers, answering extensions, status, and talk time.

● Outbound Calls

Review calls placed by your employees, including destination, user, and duration.

● Internal Calls

Track extension-to-extension activity for a complete view of system use.

● Answered or Missed

Identify connected and unanswered calls without searching through raw SMDR records.

\$500 one-time purchase

No monthly subscription | No additional Avaya IP Office license

Self-installation manual included | Remote assistance available at \$150 per hour

ASSIST CALL ACCOUNTING

Reporting that answers practical questions

View call activity by time period, extension, or user - without complicated enterprise reporting software.

WEEKLY REPORTS

Review recent call volume, unanswered activity, users, numbers, and talk time.

MONTHLY REPORTS

Measure longer-term patterns and compare call activity across your organization.

YEARLY REPORTS

Maintain a high-level historical view for planning and management review.

BY EXTENSION

See the calls associated with a specific telephone extension.

BY USER

Review activity by employee or assigned telephone user.

SIMPLE SELF-INSTALL

No additional Avaya IP Office license is required. Search and export tools are included.

\$500 one-time purchase

No monthly subscription. Self-installation manual included.

To purchase Assist Call Accounting, call (925) 931-4600

Remote assistance: \$150 per hour